ENTERPRISE ACCELERATION PLANS FOR PROFICY® SOFTWARE

GE VERNOVA

Accelerate your path to ROI & maintain gains with world-class support, education & outcomes services

Maximize the value of your software investment with expert support services

Digital industrial transformation goes beyond simply installing new software. It entails the adoption and utilization of new tools and solutions throughout your entire enterprise.

Unlock the full potential of your Proficy software investment by enrolling in an Enterprise Acceleration Plan – our recognized technical and strategic support offering.

- Easy access to deep product expertise to solve your toughest challenges
- Peace of mind that comes from having emergency support
- Flexibility to streamline your technology investment to cut cost and risk

Enterprise Acceleration Plans from GE Vernova are Ideal for:

Organizations operating multiple sites and more than one type of asset, requiring consistency in operations performance and training

Organizations ready to embark on Digital Transformation and develop a digital-first culture to increase engagement and decrease risk.

Organizations that have multiple users and that require consistent training and access to the latest innovations in Proficy products.

Organizations that want to supplement their teams and solutions with GE Vernova engineering and consulting expertise and partner for deep industry experience.

01 Learn with Education Services to drive operational excellence

Exclusive Advanced Online Training: Access to enterprise education content such as advanced education courses, webinars, hands-on demos, and sessions with GE Vernova product managers for new and upcoming features and updates.

Education Credits: Get maximum flexibility to purchase and redeem credits for instructor-led training. Visit the Proficy Academy curriculum.

Education Strategy Workshop: Take advantage of a consulting workshop to develop a long-term education journey prompting greater adoption plus a training roadmap that is measurable, consistent, and aligned with your value realization goals.

Customized Dashboards and Tracking: Personalized education roadmaps mapping with user profiles and useful metrics regarding assigned training completion.

02 Deliver on KPIs with Adoption & Outcome Services support

Annual Account Health Review: Recurring operating mechanism for reviewing account health indicators: product, project, support, commercial, and adoption. Provides you with the opportunity to review issue progress, identify possible barriers to success, and agree on a path forward.

Adoption Readiness Services: GE Vernova outlines appropriate stakeholders at each hierarchy layer and defines regular operating mechanisms for each group. Also, we collaborate to assess and identify outcome barriers prior to go-live.

Outcome Solutions Services: GE Vernova translates desired outcomes into an attainment plan and multi-generation roadmap, establishing a pathway to success.

Dedicated Customer Success Manager (CSM): GE Vernova will assign a CSM to your account to coordinate the delivery of outcomes, education, and value services as well as to support you with any post-sale needs or concerns you might have.
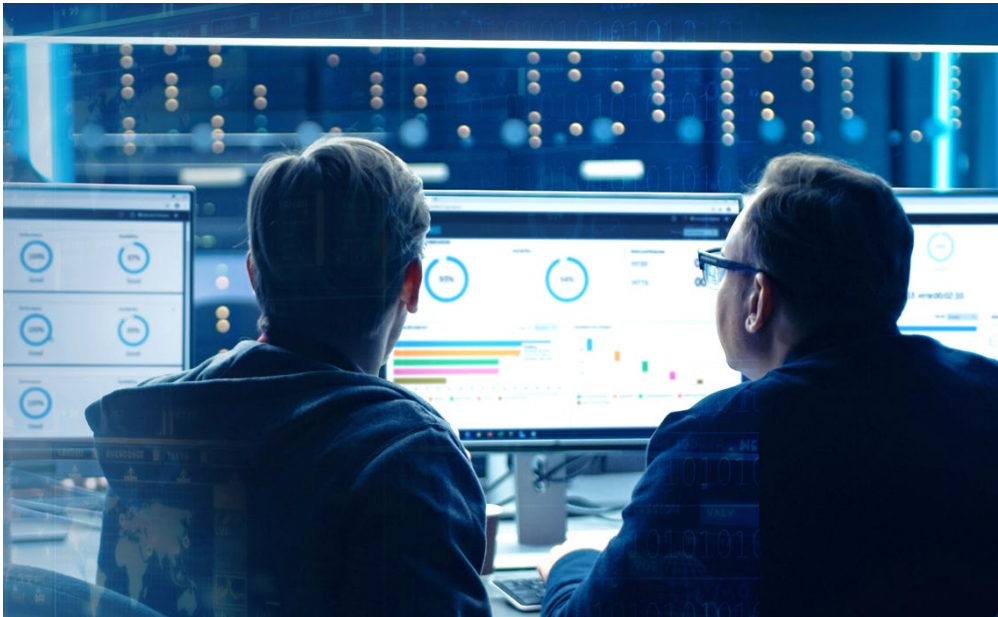
03 Optimize operations with Value Services including consulting & special discounts

Professional Services Consulting: Gain access to GE Vernova service experts when you need advisory or optimization consultancy. Our services include content creation, analytics, reporting, configuration, and more.

Application Support Consulting Sessions: Access GE Vernova service solution architect expertise by having two customized sessions to receive an in-depth technical product roadmap or consult on your application.

Special Discounts: Enjoy additional special discounts on packages of education credits and technical consulting hours.

04 Increase uptime with General Support & Maintenance including upgrades

Increase your uptime with unlimited web, email, and phone support. Also, benefit from our quick 30-minute response for critical cases as well as access to our Customer Center (web) Portal. Our emergency 24/7 after-hours support for critical incidents means experts are available. Drive performance and security with complementary upgrades.

ENTERPRISE ACCELERATION PLANS FOR PROFICY® SOFTWARE

GE VERNOVA

Accelerate your path to ROI & maintain gains with world-class support, education & outcomes services

	Premier Plan	Enterprise Plan
General Support & Maintenance		
• Unlimited web, email, and phone support	●	●
• Quick 30-minute response for critical cases	●	●
• Access to Customer Central (web) Portal	●	●
• Complementary upgrades to new product releases	●	●
• Emergency 24/7 after-hours support for Critical Incidents	●	●
• License assurance and emergency replacements	●	●
• Discounts on test upgrade keys for on-prem software products	*100%*	*100%*
Education Services		
• Unlimited access to self-paced online training	●	●
• Unlimited access to exclusive Advanced self-paced online training	●	●
• Education Credits for Instructor-led training		**50+** (Note1)
• Education strategy workshop		●
• Personalized education dashboard and tracking services		●
Adoption & Outcome Services		
• Account Health Monitoring	●	●
• Account Health Review Sessions		●
• Dedicated Customer Success Manager		●
• Adoption Services		●
• Outcome Services		●
Value Services		
• Application Support Consulting Sessions		**2 Sessions per year**
• GE Professional Services Consulting		**25 hours** (Note 1)
• Discount on additional Education Credits and GE Consulting Services Hours		*5%*

Note 1: The level or access to these benefits will depend on the Acceleration Plans annual contract size.

Customer comments about Acceleration Plans for Proficy

- "The level of support and knowledge of support personnel is great."

- "GE Vernova is very responsive to requests and engaged in ensuring that business objectives are met."

- "GE Vernova responds to stated and unstated needs in a proactive, responsive, and insightful way. The team consistently educates on their product as well as the industry."

- "GE Vernova has been very responsive to my questions and needs. Their support staff is exceptional."

- "Very good communication with them, they listen to our needs and recommendations. They treat us as a partner instead of a customer. The service and support are good and helpful. We have periodic follow-up meetings with customer success manager, which is fantastic."

- "GE Vernova is an excellent partner. We do have monthly health checks of the engagement going over commercial, project, product, and support health and address all the concerns and issues."

- "We were very satisfied with the service provided, as the team was always willing to help us when a problem was found."

READ SUPPORT OUTCOMES BLOG

LEARN MORE ABOUT ACCELERATION PLANS

VISIT CUSTOMER SUPPORT PORTAL